

ENTERPRISE TRANSFORMATION • 2021-2022

Point of Sale System Retirement

A focused effort to map a complex specialty checkout system and align 50+ partners on its retirement plan. Through our team's analysis and facilitation, most capabilities were assigned to product groups for epic and story creation around shared goals.

My Role and Contributions

Led system mapping and cross-team alignment for specialty checkout retirement planning, drawing on existing product information and team knowledge.

- Led stakeholder sessions and mapped connected workflows and dependencies.
- Worked with the team to group legacy capabilities and clarify product ownership for retirement planning.

Key Decision

Retain essential capabilities by assigning them to the appropriate product teams, rather than rebuilding them all within one checkout system. Coupon support exposed the limits of that approach when no team initially accepted ownership.

At a Glance: Scope, Not Impact

~6 months: My involvement in the retirement effort | 50+: Stakeholders and partners aligned | 16: Teams represented in system-ownership discussions

Approximate project scope, based on my firsthand recollection.

How the Direction Took Shape

The scope covered 24 systems owned by 16 participating teams and approximately ten payment methods and channels. Project management and budget decisions set an 18-month replacement window. Existing-information analysis, capability mapping, and product-knowledge sessions exposed ownership gaps across connected products. The recommendation separated capabilities into products such as Payments, Order Management, and Loyalty, connected through shared data and team-owned APIs. This was a recommended direction, not verified production architecture.

Outcome and Reflection

Product groups received most capabilities for epic and story planning. My retrospective estimate is that ownership was resolved for roughly 80-90% of capabilities, not that implementation was 80-90% complete. I evangelized retaining coupon support. The product manager removed it from the larger scope while ownership remained unresolved; coupons later returned to the plan. I do not know the eventual owner or whether my advocacy caused that reversal. Retirement remained incomplete when my involvement ended. The \$35M+ estimated annual sales supported describes business scope, not savings.

Based on firsthand recollection. Internal company materials remain confidential; estimates, proposals, demonstrations, and delivered changes are distinguished above.

RETAIL CREDIT • 2025

AI-Assisted Credit Application Design

I initiated and led a cross-functional UX-Engineering sprint to test whether reusable components, workflow definitions, and AI-assisted development could make complex credit interfaces faster to prototype. In seven development days, we demonstrated 11 of 13 workflows across 60+ UI pages. The real result was a shared working method and a clear lesson about when to stop, not a production release.

MY ROLE

Established the experiment and primary design direction, wrote workflow stories, facilitated team reviews and decisions, and partnered with Engineering on the working prototype.

PIVOTAL DECISION

When adding the final two workflows began breaking existing screens, I guided the decision to preserve 11 working workflows and share the unresolved limitations rather than destabilize the demonstration.

AT A GLANCE

7 development days | 11 of 13 workflows | 60+ UI pages | 3–6 months Engineering estimate

FOLLOW-ON EXPLORATION

After the team sprint, I independently completed the remaining flows and adapted the approach for specialty desks, self-checkout, and assisted registers. A separate future-service proposal addressed application recovery, customer consent, discreet status communication, and Credit-to-Loyalty handoffs.

INTERVIEW FOLLOW-UP

I can walk through the sprint timeline, the decision to stop, the three prototype contexts, and the lessons that shaped the subsequent recommendations.

SCOPE NOTE

Engineering's 3–6 month figure was an estimate for comparable conventional UI work, not measured time saved. The work was a front-end demonstration, not shipped, user-validated production software.

EXPERIENCE STRATEGY · RECENT WORK

Mapping the Credit Experience Journey

Leadership concerns about inconsistent direction and delivery prompted a cross-team effort to map the credit experience. I redirected the discussions toward a shared Vision House, broadening participation across siloed teams and connecting the work to larger opportunities.

My Role and Contributions

Facilitator and author of the Vision House, developing shared experience direction within an effort initiated by our Payments UX Principal.

- Built the Vision House from online, UX, business, and subject matter expert feedback, grouping opportunities into shared success areas.
- Created a reusable discussion-board template and facilitated one-hour sessions to frame problems, surface constraints, and check agreement.
- Synthesized decision points for the Credit product management team and Engineering to incorporate into planning, including epics and stories; UX designers and Engineering supported implementation.

Key Decision

Move from open-ended discussion around a large journey map to a shared Vision House and structured sessions that ended with explicit decision points.

At a Glance: Scope, Not Impact

4 months: Organizing and facilitating cross-team discussions

Scope of the facilitation effort, based on my firsthand recollection.

From Discussion to a Decision

The Principal UX designer initiated the effort and created the journey map in TheyDo. I synthesized partner feedback into the Vision House and created a reusable discussion template covering the problem, affected users, constraints, priorities, and next steps. One-hour sessions ended with a synthesis and explicit agreement. Initiatives guided potential epics and stories; success targets were not achieved metrics.

Outcome and Limits

The broader framing encouraged participation across silos. One concrete decision was to use Pendo for live associate feedback and UI information that could be compared with backend evidence. I facilitated the discussion and handed decision points to the Credit product management team and Engineering for planning, including epics and stories. UX designers implemented with initial Engineering support. Consistent experience direction also connected to the AI design sprint. Participation and downstream business improvements were not quantified.

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ENTERPRISE HUMAN RESOURCES · 2020

Simplifying Associate Attendance

Retiring attendance technology and COVID-related schedule changes exposed backlogs and rigid records in the Variance Log. As the product's sole UX designer, I led research planning and experience design for a replacement that let HR managers and location leaders review and correct records with a traceable change history.

My Role and Contributions

Sole UX designer for attendance and the Variance Log within FAST, a broader HR initiative supported by designers across related products.

- Worked with the team to prioritize shared research questions and define participant scope for an effort intended to inform work beyond a single feature.
- Planned the broader FAST research, organized three interview groups, created a consistent capture form, mapped location visits, and coordinated store communications.
- Replanned the research within a week after the California trip was canceled, shifting visits to Tennessee, Georgia, and South Carolina.
- Used research synthesis, workflow mapping, and iterative validation to shape multi-record review and clearer correction of attendance records.

Key Decision

Replace the legacy restriction on changing entered variances with clearly labeled editing access and back-end change tracking, supporting corrections while preserving accountability.

At a Glance: Scope, Not Impact

90: Interviews across associate and manager roles | 50+: Locations across stores and warehouses | 3: Research groups coordinated
Scope of the broader FAST research across forecasting, attendance, scheduling, and timekeeping; not attendance-only research.

Research Strategy and the Product Change

FAST covered Forecasting, Attendance, Scheduling, and Timekeeping within HR. I co-defined research priorities and participant scope, then organized routes, groups, a shared capture form, and store communications. When COVID canceled California travel, I replanned within a week across Tennessee, Georgia, and South Carolina. The wider research included stores and warehouses and informed work through 2020-2021; I did not conduct every interview personally.

Outcome and Limits

A variance records a schedule change after publication, typically within a two-week schedule period. The legacy system prevented corrections, contributing to manual records and reconciliation backlogs. The implemented replacement provided multi-record review, important information upfront, clearly labeled editing access, contextual notes, and backend change tracking. Changes were used after work began at the start of COVID; the completion date is unconfirmed. Reconciliation-time savings, trust, and disciplinary outcomes were not measured. Release notices and an in-app feedback mechanism remained future recommendations.

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ADDITIONAL EXPERIENCE

Further enterprise work

Earlier work across design systems, supply chain, finance, and associate self-service.

Creating a Shared Design Language for HR Products

I partnered with design and engineering leaders to make HR application patterns more consistent and easier to carry from design into development.

I partnered with a Staff UX Designer and Staff Developer, proposed and framed a component exercise, and helped evaluate the result before leadership review. Engineers subsequently assembled editable interface demos live in meetings; savings and full production adoption are not established.

Making a Complex Vendor Workflow Visible

As the first UX designer supporting the team, I used service design and vendor research to bring shared direction to a supply-chain modernization effort.

I began with vendor research, then helped create service blueprints, journey maps, and personas. We distinguished smaller vendors' access and usability needs from multinational vendors' export and data-connection needs, and used effort versus expected benefit to discuss priorities.

Making Leave of Absence Easier to Navigate

I researched the associate and service-center experience to shape clearer self-service status, document upload, and reminders.

I researched associate needs and service-center work, facilitated design studios, and used twelve usability sessions to inform the self-service proposal. An interview informed proactive leave-status, benefits, and document communications as a fast follow; that work was in progress when I left the team.

Designing Self-service Password Reset

I worked with Engineering to help associates recover access without a support call, using store research and usability testing to guide the experience.

I conducted in-store interviews and usability sessions, developed a clickable prototype, and partnered closely with Engineering on the self-service flow.

Modernizing the Transfer Invoice Matching System

I helped preserve established keyboard workflows as a shipment-payment application moved from a green screen to a modern interface.

I pushed to preserve tab sequence, field order, and text-based interaction, and explored a familiar optional view for experienced users.

Evidence Note

These are condensed accounts of my contributions, based on firsthand recollection. Scope and research counts are not business outcomes. Proposed experiences and prototypes should not be read as verified production adoption.